

Suite^{Link}TM INTERFACE AND DATA DISTRIBUTOR LICENSEE PERFORMANCE REQUIREMENTS

1 Purpose

- 1.1 The purpose of these performance requirements is to establish standard criteria of performance with which USPS[®] requires Suite^{Link} Interface and Data Distributor Licensees (“Licensees”) to comply.
- 1.2 The purpose of the Suite^{Link} Product is to provide mailers with a tool to improve business addresses within a mailing list used for the preparation of mail that will be submitted to the USPS for acceptance and delivery.
- 1.3 Licensee’s software interface must adhere to specific USPS requirements regarding the product including the Software Developer’s Guide (SDG) as well as the specifications herein.
- 1.4 In the event of a conflict between this document and the standard Suite^{Link} Interface and Data Distributor License Agreement, the terms of the Suite^{Link} Interface and Data Distributor License Agreement prevail.

2 Product Description

- 2.1 The Suite^{Link} Product enables Licensees to provide improved business addressing information by adding known secondary (suite) information to business addresses, which will allow USPS delivery sequencing where it would not otherwise be possible. Records that have been processed through CASS CertifiedTM ZIP + 4[®] matching software and identified as highrise defaults are potential candidates for Suite^{Link} processing.
- 2.2 The Suite^{Link} data is queried using one or more keys, which are built using significant words in a building’s Enhanced Modified Delivery Point (EMDP) of the business name and address, through the secure hash algorithm.
- 2.3 Keys that successfully match to the table must then be evaluated to build a sufficient confidence level before applying the suite information to the default address. After application of the suite information, the software interface must perform an additional CASSTM process to obtain the correct ZIP + 4 code and other coding.

Suite^{Link}™ INTERFACE AND DATA DISTRIBUTOR LICENSEE PERFORMANCE REQUIREMENTS

- 2.4 The Suite^{Link} System cannot be distributed and used as part of a standalone product outside of a CASS environment.

3 Fulfillment

- 3.1 Licensee's Suite^{Link} interface must be able to load the full Suite^{Link} production data via DVD.
- 3.2 Monthly updates containing the full Suite^{Link} datasets will be provided via DVD to Licensees.
- 3.3 Monthly updates more than 60 days old shall be destroyed using common practice for disposal of sensitive materials. Examples of acceptable methods of destruction include shredding, punching, incinerating or breaking the DVDs.
- 3.4 Licensees must redistribute the Suite^{Link} data with their Suite^{Link} interface. The redistributed data must denote in a printed statement included on the media that the Suite^{Link} Licensed Materials are held confidential.

4 General Requirements

- 4.1 Licensee, in order to sell, distribute and/or use its Suite^{Link} Software Interface and redistribute the Suite^{Link} Product, must meet all requirements and specifications contained within the License Agreement and the most current version of the Licensee Performance Requirements, unless explicitly allowed, prohibited, or modified by USPS in writing. The Interface must be reviewed, tested, and approved by the USPS prior to any actual sale, distribution, use and/or redistribution of the data to ensure that all requirements are met.
- 4.2 Additionally under a separate license with the USPS, Licensee must first develop a Suite^{Link} Software Interface and obtain certification for that Interface. The Software Interface must comply with the most current version of the Suite^{Link} Software Developer Guide (SDG), unless explicitly allowed, prohibited, or modified by the USPS in writing.

Suite^{Link}™ INTERFACE AND DATA DISTRIBUTOR LICENSEE PERFORMANCE REQUIREMENTS

- 4.3 Copies of these Licensee Performance Requirements, License Agreement, Certification Procedures and other related documents are posted to the RIBBS website at <http://ribbs.usps.gov/files/SuiteLink>.

5 Specific Requirements

- 5.1 Licensees must sell and/or distribute a USPS® licensed and certified Suite^{Link} software with the Suite^{Link} Product.
- 5.2 Licensees must use CASS Certified™ Address Matching Software for all standardized ZIP + 4® coded input addresses to query the Suite^{Link} Product.
- 5.3 Licensees must be capable of redistributing and/or updating the Suite^{Link} system with the full file production data monthly.
- 5.4 To provide the most up-to-date business addressing information, USPS recommends Licensees using the Suite^{Link} Product receive the ZIP + 4 and City/State Products on a monthly basis. Refer to Exhibit A for acceptable use dates for these products.
- 5.5 The interface software must be capable of:
- a) Being recalled or disabled for customers suspended and/or terminated by USPS.
 - b) Responding to all address inquiries from subscribers and the Licensor.
 - c) Providing customers with the standardized, ZIP + 4 coded business address for all input addresses that match to a high-rise default and all updated addresses that are returned with the appended secondary (suite) information as a result of Suite^{Link} processing.
- 5.6 Licensees' software interface must be able to accurately respond to all business address inquiries from the Licensor. Upon USPS request, Licensee shall provide USPS with access to any resources used in the performance of this license and with the necessary equipment and/or reports to monitor performance at Licensee's facility.

Suite^{Link}™ INTERFACE AND DATA DISTRIBUTOR LICENSEE PERFORMANCE REQUIREMENTS

- 5.7 Licensee is responsible for providing all necessary customer support for its services. Licensee's customers requiring technical information must contact a customer service group managed by Licensee. Licensee's customer service group shall be responsible for providing resolution to all inquiries concerning the Suite^{Link} product output.
- 5.8 It shall be the Licensee's responsibility to ensure that its customers understand the Suite^{Link} process and product output.
- 5.9 Licensee shall repair or have repaired all equipment, hardware and/or software deficiencies related to the Suite^{Link} Product within 30 days of identification of said deficiencies, not to include redistribution of the Suite^{Link} software interface. Once deficiencies are corrected and upon USPS approval, Licensees must redistribute the repaired software interface to customers no later than 30 calendar days from the date of notice of USPS approval.
- 5.10 Licensee shall establish a central email address for receipt and disbursement of USPS electronic correspondence within Licensee's organization.
- 5.11 Licensee must adhere to the provisions of Standards of Performance as detailed in Section 8 below.

6 Basic Suite^{Link} Product Output

- 6.1 For each business address submitted by a customer, Licensee's Suite^{Link} software interface must be able to return the following output:
 - a) Each original unaltered input address as it was presented.
 - b) For each business name and associated ZIP + 4 coded address that is appended with secondary information by the Suite^{Link} Product, the interface software must return a standardized business address with an 11-digit Delivery Point Barcode (DPBC) and a standard return code "A" as listed in Exhibit B.
 - c) For each business address for which no information is obtained from the Suite^{Link} Product, the Interface shall return all elements as appropriate under item a and the standard return code "00" as listed in Exhibit B.

Suite^{Link™} INTERFACE AND DATA DISTRIBUTOR LICENSEE PERFORMANCE REQUIREMENTS

7 Quality Standards and Testing Criteria

- 7.1 The USPS® shall have the right to audit and evaluate the organization's Suite^{Link} process and its adherence to the conditions of the Suite^{Link} Interface and Data Distributor License Agreement.
- 7.2 The USPS audit file must be processed through the same Suite^{Link} system, including any and all pre-and post-processes, Licensees utilize for customer processing.
- 7.3 Upon notification of the transmission of an audit file, the file can be retrieved from Licensee's specific USPS account via the Internet. Licensee's output file and documentation, if any, derived from the Suite^{Link} process will be posted to the same account.
- 7.4 The audit file will test Licensee's Suite^{Link} software interface with a series of complete and incomplete business addresses to validate Licensee's ability to query the Suite^{Link} Product and return the appropriate output and responses.
- 7.5 Upon validation of the audit results, official notification will be posted to the Licensee's specific USPS account via the Internet.
- 7.6 Licensee's interface software shall provide accurate input and output responses for 100 percent of highrise default inquiries known to be in the USPS audit file and shall produce no unexpected enhancements to business addresses that would eventually cause the misdirection of mail. All Suite^{Link} elements in the audit output file must be provided with 100 percent accuracy.
- 7.7 In the event that a problem is identified by USPS that is related to the Suite^{Link} process, USPS will, at its sole discretion, direct correction of the problem and/or exercise the suspension and termination provisions of the License, as it deems appropriate by the situation.
 - 7.7.1 When directed to correct deficiencies, Suite^{Link} Developers will be given 60 days from the date of notification in which to remedy all deficiencies, retest and redistribute the updated Suite^{Link} interface software.

Suite^{Link}™ INTERFACE AND DATA DISTRIBUTOR LICENSEE PERFORMANCE REQUIREMENTS

- 7.7.2 If Licensee fails to remedy the deficiencies within 60 days, a suspension notice will be issued. The suspension notice will direct Licensee to cease all Suite^{Link} activities during the term of suspension and remedy all deficiencies within 30 days to regain good standing. USPS® will also discontinue Suite^{Link} data fulfillment during the term of the suspension.
- 7.7.3 At the end of the term suspension, the License Agreement between Licensee and USPS will be terminated if Licensee has not successfully resolved all deficiencies.

8 Standards of Performance

- 8.1 Since multiple Suite^{Link} License awards are anticipated, the marketplace will establish a competitive price for the service. However, the intent of the U.S. Postal Service® is that this service will be widely available at a reasonable cost to customers.
- 8.2 Licensee is responsible for selling and/or distributing a software interface which will customize the type of input format used to provide the desired output from the Suite^{Link} Product.
- 8.3 Licensees are permitted to “bundle” software products such as NCOA^{Link}®, and Licensees’ proprietary service offerings such as merge/purge along with the Suite^{Link} Product.
- 8.4 Licensees shall repair or have repaired all equipment, hardware or software deficiencies related to the Suite^{Link} system within 60 days of identification of said deficiencies.
- 8.5 Licensee is responsible for redistributing license related electronic correspondence from USPS to the appropriate personnel within Licensee’s organization. Pursuant to paragraph 5.10, all electronic correspondence will be directed to a central email address within the Licensee’s organization. The email address must be ncscinfo@<yourcompany.com>. In the event that this address is already assigned for some other purpose, an alternate address must be submitted to USPS for approval. Licensee will subsequently distribute all applicable USPS notifications

Suite^{Link™} INTERFACE AND DATA DISTRIBUTOR LICENSEE PERFORMANCE REQUIREMENTS

internally to ensure receipt by the proper staff. Such correspondence will also be sent to the pertinent contacts provided during the application process; however in the event of “bounce backs” successful delivery via the central email address will be considered confirmation of receipt.

**Suite^{Link™} INTERFACE AND DATA DISTRIBUTOR
LICENSEE PERFORMANCE REQUIREMENTS**

Exhibit A

Per the USPS[®] DMM[®], the ZIP + 4[®] and City/State data must be updated by ZIP + 4 and City/State Product users within 45 days of the USPS release date. For general use, a data release is valid for 105 days from the USPS release date and users may elect to receive bi-monthly updates. However, USPS recommends Suite^{Link} Licensees to update these files on a monthly basis in order to obtain the best possible results from the Suite^{Link} process.

The following chart is provided to assist in determining which data release is considered the most current for Suite^{Link} Licensees.

Release	Required Use Date	Last Use Date
January 15	March 1	March 31
February 15	April 1	April 30
March 15	May 1	May 31
April 15	June 1	June 30
May 15	July 1	July 31
June 15	August 1	August 31
July 15	September 1	September 30
August 15	October 1	October 31
September 15	November 1	November 30
October 15	December 1	December 31
November 15	January 1	January 31
December 15	February 1	February 28 (Feb 29 in leap year)

**Suite^{Link™} INTERFACE AND DATA DISTRIBUTOR
LICENSEE PERFORMANCE REQUIREMENTS**

Exhibit B

Suite^{Link™} Return Code Descriptions

Code = Return Code

Address = "Y" = Business Address Improved

Description = Explanation of Return Code

"N" = Business Address not Improved

***Return Code should only be returned if processing actually proceeds to the Suite^{Link} table.**

Code	Description	Address
A	Suite^{Link} Record Match – The input record matched to a record in the master file. An Improved Business address could be furnished.	Y
00	No Match – The input record COULD NOT BE matched to a record in the master file. An Improved Business address could not be furnished.	N